

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

2004 NOV 29 P 4: 28

CHIEF CLERK'S OFFICE

FORMAL COMPLAINT

Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

For Commission Use Only:

Case: 01-0725

ORIGINAL

Regarding a complaint by (Person making the complaint):

CLINTON
Clinton & Mildred Blaise

Against (Utility name):

Illinois Power

As to (Reason for complaint)

Notified I.P. on February 24 and later, that I had
Sold the property and my account should be closed as of
Feb 23, 2004. I wrote this on the payment stub returned with
my payment made 2/24/04. I also wrote "paid in full" on
in Illinois. the check I wrote that day.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

122 Heather Circle, Port Angeles, WA 98362

The service address that I am complaining about is

613 Juniper Dr., O'Fallon IL 62269

My home telephone is

(360) 452-1822

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

(360) 452-1822

(Full name of utility company)

Illinois Power

(respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

The power company failed to change close my account
and open a new account to the new owners even
though the power company was promptly notified
in writing.

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☐ Yes ☒ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

My house sale (1613 Juniper) closed on 2/23/04 and the new owners took possession on that day. On 2/24/04, I paid my final bill (see attached). I sent a check with the bill stub. I wrote on the stub that the house was sold and the account should be closed. I also wrote on the check "Paid in Full". Therefore, Illinois Power should put the balance owed on the current owners and ~~add~~ remove it from my name.

Please clearly state what you want the Commission to do in this case: Order ~~the~~ Illinois Power to Cancel the bill they are charging against me, ~~that~~ cancel the collection agency account and bill the new house owners since they actually used the power.

Date: 11/11/04
(Month, day, year)

Complainant's Signature Mildred Blais

If an attorney will represent you, please give the attorney's name, address, and telephone number.

Susan Bondurant
1212 E. Craig Ave. #5
Port Angeles WA 98362

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

VERIFICATION

A notary public must witness the completion of this part of the form.

I, MILDRED BLAIS, first being duly sworn, say that I have read the above petition and know what it says.
The contents of this petition are true to the best of my knowledge.

(Signature) Mildred Blais

Subscribed and sworn/affirmed to before me on (month, day, year) November 15, 2004

Darlyn F. Alton DARLYN F. ALTON
Notary Public, Illinois Washington Clallam County
my appointment expires 2-27-05



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.

Statement of Mildred Blais
Before the Illinois Power Commission
Thursday, November 11, 2004

My name is Mildred Blais. My husband Clinton and I lived at 613 Juniper Drive. O'Fallon IL for many years, receiving power and gas from Illinois Power, and paying on time every month. After my husband died I planned to sell the house and move to Washington State to be close to my daughter.

I put the house up for sale and the initial closing date was set for early in February, 2004, however, it was postponed several times. I wrote a letter on February 20th, advising Illinois Power of the sale and requesting closure of my account. The house sale finally closed on February 23, 2004. See attached copies of sale documents.

On February 24, the next day, I paid the current power bill in full and I sent it in with my check. See attached copy of the check, marked "Paid in Full".

On or about March 20, 2004, to my surprise, I received another bill at my new address in Washington. I immediately called Illinois Power, but I was told no supervisor was available to speak to me until March 25th. On that day, a supervisor told me that they don't get the letters that people write. "They go into a machine and we don't see them" she said. I told her I wasn't going to pay the bill and she said "well somebody's got to. I also told her I was going to send the bill to the new owner and she said "we have no problem with that." I sent the bill and a letter to the new owner. Please see attached copy of letter.

Evidently the account was put into the new owner's name at the end of March but I am still being billed for usage through March 22, 2004, despite the fact that I have shown that I notified the power company that the new owners took possession on February 23, 2004. I do not understand why the new owners are not billed for the usage after February 23, 2004.

This unfair bill against me has been put into collection. I ask that the Commission order Illinois Power to cancel the collection against me and seek payment from the house owners.

Made under penalty of perjury under the laws of the State of Washington.

Mildred Blais
November 15, 2004

Date

Signature

INDIVIDUAL ACKNOWLEDGMENT

State of Washington

County of CLALLAM

I, DARILYN F. ALTON, Notary public in and for the State of Washington,
do hereby certify that on this day personally appeared before me _____

MILDRED BLAIS
to me known/proven to be the individual _____ described in and who executed the within
instrument and acknowledged that ~~he~~/she signed the instrument as his/her free and
voluntary act and deed for the uses and purposes herein mentioned.

Given under my hand and official seal as of this date: November 15, 2004

Darilyn F. Alton DARILYN F. ALTON
Notary Public signature

DARILYN F. ALTON
Notary Public name printed

My appointment expires: 2-27-05

This acknowledgment is attached to a Letter of Instruction
consisting of 2 pages.

Notary comments:

